What To Do When You Have ……

Lost/Stolen ProCard:
1. Call JP Morgan Chase immediately at 1-800-316-6056 to cancel the card and have a replacement sent. **TIP:** Program this number into your cell phone.
2. Contact the ProCard Staff for additional assistance.

NOTE: If bank asks if the address to send the new card to is “Raye Ann Robinson at 910 Yukon Drive, Suite 209” – say YES. All cards must go to this address.

Disputes Regarding ProCard Charges:
Call the vendor first to resolve the issue. If not resolved,
1. Work with the reconciler to complete the Dispute Form (RPT122) in Pathway Net. Print, sign and fax it to JP Morgan Chase at 1-847-931-8861.
2. Contact the ProCard Staff for additional assistance.

Fraud/Compromised Card:
Fraud is big business! A compromised card does not mean you did anything wrong. It takes 1-2 weeks to get a replacement card.

1. Bank contacts you.
   a. Direct Call – work with them on the phone. If you feel uncomfortable answering any questions, state you will call them back. Call 1-800-316-6056 and let them know you were contacted about possible fraudulent charges on your card.
   b. Message Left – Call 1-800-316-6056 and let them know you were contacted about possible fraudulent charges on your card.
2. You find unauthorized charges. Contact the bank at 800-316-6056 to report the problem.
3. Contact the ProCard Staff for additional assistance.

NOTE: See the note under Lost/Stolen ProCard.

Deemed Transactions:
1. Verify with the vendor the correct card number, expiration date, CVC code, billing address, and phone number.
2. Call JP Morgan Chase at 1-800-316-6056 to see if they have a reason for the decline.
   a. The bank has no record of the decline; it is a vendor/vendor’s bank problem so contact them.
   b. If the bank says yes, note the reason. If it is a blocked code, ask for the code number. Contact the ProCard Staff for assistance.

FedEx – Department Account
1. If your department doesn't have an account, contact the ProCard Staff by email to get one created. Required information: department name, deliver address (street and room), city, state, zip code, contact person and phone number.
2. Once the account is open, register online at www.fedex.com.
3. All FedEx receipts must include both a “ship to” and “shipper” address.
4. All packages must be business related.

Sample Ship to Address for Fairbanks Cardholders:
- Department Name
- Attn: Cardholder Name, PCP
- Street Address
- PO Box #
- Fairbanks, AK 99775-xxxx
- Phone Number:

DO NOT SHIP MERCHANDISE TO UAF CENTRAL RECEIVING OR YOUR HOME ADDRESS.

CARDS ARE NOT TO BE SHARED.

CARDS ARE FOR BUSINESS USE ONLY.

UAF ProCard/Travel Card
Contact Info

Staff Members
Hollie Seiler
ProCard Assistant
Phone: 907-474-7182
Email: hollie.seiler@alaska.edu

Helen Connor
ProCard Administrator
Phone: 907-474-6465
Email: helen.connor@alaska.edu

Web Address
http://www.uaf.edu/procurement/procard-travel-card-infor/

Location
3295 College Rd, Suite 103, Fairbanks

Address
UAF Procurement & Contract Services
PO Box 757940
Fairbanks, AK 99775-7940
ProCard Reconciliation Information

ProCard transactions are reconciled weekly in Pathway Net, a web-based program. Reconciliation is for charges that post at the bank from Saturday through Friday. These charges will post to Banner at noon on Tuesday. **CARD MUST BE RECONCILED BY NOON TUESDAY.** Once a charge is posted to Banner, it can only be moved by Journal Voucher (JV). Excessive JV's can lead to ProCard cancellation.

Cardholders and Reconcilers need to work together to ensure that all accounting information is updated properly.

My Reconciler

Phone   Email

Receipts should be turned into the reconciler, if applicable, and matched to the logs and monthly statements. The reconciler prints the monthly statement from Pathway Net.

Purchase receipts and other documentation is matched to the statement. Statements are signed by the cardholder and approving official certifying that they are appropriate and necessary for University related purchases and kept in the department.

Cardholders can get access to Pathway Net to review their purchases. Contact the Program Administrator to get your user name and password. **Pathway Net requires Internet Explorer and pop-ups to be allowed.** The URL for Pathway Net is: https://pwnet.procard.com/alaska/default.asp

Record Retention

Records are kept in the department for 7 years for fund 1 purchases. For grant purchases, records are kept for 3 years after the end of the grant.

Tax Exempt Status

Tax exempt is printed on the face of your ProCard. Tax exempt status applies to all purchases made in-state or online, and to items that are shipped to Alaska. Tell the cashier that you are tax exempt before items are purchased. Check your receipt to ensure tax wasn’t charged before you leave the register.

Allowable & Non Allowable Purchases

Follow department purchasing procedures. For grant purchases, the cardholder is responsible to ensure the purchase is allowed by the grant.

To clarify if purchase is allowable on the ProCard at all, contact the ProCard Staff.

Allowable Purchases

Office, Lab, Teaching, Computer, Professional, Technical, Scientific, Program, Project and Field Camp Supplies; Registration Fees; Membership Fees; Freight/Shipping; Software; Books; Postage; Advertising; and services not listed as unallowable.

Unallowable Purchases

Representational items (may be allowed with prior permission from the ProCard Administrator), Capital equipment, Firearms or ammunition, Restaurant meals, Hazardous materials (allowed if approved by department Safety Officer), DEA licensed substances, Contracts, Live animals, Charters, Leases, Travel expenses, Moving expenses, Removal of hazardous or radioactive materials, Consulting services, Medical payments, Legal services, Gift cards, Payments to individuals, employees, or students, Honorariums, Student aid, Revenue refunds, Tuition, Personal purchases, Gifts, and purchases which are split to remain below the competitive procurement thresholds.

For a complete list see the ProCard Manual on-line.

Popular Account Codes

Usage of appropriate account codes is important. To assist you, below is a list of the most frequently purchased items.

- 3222 – Software License/Maint Fee
- 3331 – Duplicating Charges
- 3332 - Printing – Non Resale
- 3331 – Duplicating Charges
- 3444 – Postage
- 3445 – Audio Conference Charge
- 3446 – Cellular Phone Charges
- 3501 – Other Advertising/Publicity
- 3510 – Recruitment Advertising
- 3661 – Tuition/Registration Fees
- 3774 – Equipment Maintenance Service Contracts
- 3775 – Equipment Maintenance
- 4010 – Office Supplies
- 4011 – Teaching Supplies (may include office and computer supplies). See account definition
- 4012 – Professional, Technical & Scientific Supplies
- 4014 – Computer Supplies
- 4015 – Program/Project Supplies (may include office and computer supplies). See account definition
- 4075 – Field Camp Supplies
- 4111 – Vehicle, Aviation & Boat Fuel (only in University vehicles)
- 4112 – Vehicle, Aviation, Boat Parts, Supplies & Accessories (only for University vehicles)
- 4221 – Periodical Subscriptions & Books

The complete account code list, with definitions, is located at: http://www.alaska.edu/controller/accounting-manual/